

PAULA E. FAUST

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PROFESSIONAL EXPERIENCE

CITY OF GARDENA'S GTRANS

Deputy Director

September 2010-present

Functioning as second in command to the Transportation Director with full acting authority in his absence. GTrans has a fleet of 60 buses, 150 employees, 5 routes and a \$21 million annual operating budget and \$16 million annual capital budget.

Responsibilities include development and oversight of the Department capital program; Direct oversight of all functions of Administration Division; Procurement and Contract Administration; Scheduling and Service Development; Fare Policy and Fare Agreements; Development and Maintenance of Agency Standard Operating Procedures; Lead in all Capital Acquisitions. Drug/Alcohol Program Admin for Transportation; Federal Financial Management Oversight Review, NTD, State Controllers, TPM, Triennial Performance Audit, Statistical Analysis/Reporting. Special Projects: FMOR Admin, Oversight of Data Management System Conversion, Fare Collection/TAP, Fare Collection Analysis/Audit, Grant Administration & Management.

Directly responsible for the 2015 Rebrand Campaign of Gardena Municipal Bus Lines to City of Gardena's GTrans.

Lead in all Capital Acquisitions including: Electric Bus Procurement, Bus Camera Surveillance System, Facility Camera Surveillance System, Radio System Upgrade.

Represent GTrans on regional, state and federal committees such as Los Angeles County Bus Operations Sub Committee, Los Angeles County Technical Advisory Committee, Los Angeles County Municipal Operators Association, California Transit Association (various subcommittees), Los Angeles County TAP Operations Subcommittee, Southern California Regional Transit Training Consortium.

LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY

Administration and Financial Services Manager – San Gabriel Valley Sector

February 2007-September 2010

Functioning as manager of the Administration Division of San Gabriel Valley Service Sector, direct the administrative and financial functions for the maintenance and transportation divisions and Sector staff in the San Gabriel Valley Service Sector. Support and advise Sector General Manager and Division Managers on administrative and financial aspects of their duties. Responsible for staff of five full time employees devoted to Sector administrative and financial support including: Sector Labor Relations, Return to Work Coordinator, Safety and Security, Budget and Financial Controls, Statistical Analysis and Reporting (KPI), Procurement, Special Projects and General Administration.

Direct the development and manage the on-going budgetary and financial functions of the San Gabriel Valley Sector operations to ensure fiscal responsibility and compliance.

- Direct and oversee all areas of capital and operational effectiveness as it pertains to resource allocation, budget development and monitoring.
- Develop, direct and oversee the application of statistical and internal support systems that report on program and fiscal performance.
- Advise General Manager and Division Managers on significant issues related to achieving KPI targets and assist in development of mitigation strategies.

Manage the overall Administration of the sector for efficient operation, comply with agency policy and procedures, and be responsive to internal and external stakeholders.

Supervise sector staff in the provision of efficient, effective support for our core business functions.

- Direct the personnel activities for the Administration Division including recruitment, selection, coaching, counseling, performance reviews, and policy interpretation.

Direct staff resources towards the completion of Special Projects as directed by General Manager.

Special Projects include:

San Gabriel Valley Sector Office/Division 9 Building Project

El Monte Transit Center Expansion Project.

Division 3 Maintenance Building Phase III

- Project Management duties include: resource assignment, coordination with other divisions/departments, status report to management, representing General Manager at external stakeholder meeting, coordination with vendors. Single point of contact for Project Lead for Division Communication, ensuring that transit and maintenance operations are represented and prioritized in construction schedules..
- Serve as SGV representative on the Metro Congestion Pricing Internal Coordination Team.

MONTEBELLO BUS LINES

Transit Administration Manager February 1999 to present

Administration Division Manager for Montebello Bus Lines. With a fleet of 81-bus and paratransit vehicles, Montebello Bus Lines serves over 10 million passengers per year and has an operating budget of \$24 million dollars per year.

Finance and Administration

Oversight of division responsible for administrative and financial systems including department capital and operations budget planning, preparation and monitoring; development and implementation of fiscal controls; and audit functions. Oversee the development, maintenance and application of statistical systems that analyze and report on program and fiscal performance. Responsible for the processing of all funding claims, grants and fiscal and program regulatory compliance. Oversight of payroll production; Oversight of customer service center. Lead staff support in preparation of statistical analysis that contributes to service planning function.

Oversight of marketing, public outreach and customer service for Montebello Bus Lines. Prepare and deliver reports to city management team, city administrator, city council, and regional committees and boards.

Supervision and Staff Development

Supervise a staff of fourteen professionals and directly responsible for staff selection, evaluation, discipline, and development. Member of Montebello Bus Lines Values Team that developed the departments Strategic Plan and mission, vision and values statement. Responsible for implementation of and adherence to the Strategic Plan goals and alignment with Montebello Bus Lines mission and values.

Revenue Collection

Oversight of fare revenue collection operations including audit and reconciliation processes. Responsible for the analysis and development of local fare policies and oversight of the technical implementation of fare structure changes. Responsible for the oversight of all phases of Revenue Collection security including cross-divisional coordination.

Procurement/Acquisitions/Contract Administration

Oversight of all phases of capital and major operational procurements and contract administration. Principal negotiator for all major capital procurements. Experience with multi million

dollar federal procurements including bus components, bus radios, IT, professional services, bus stop improvements, and lead agency in a 10 agency joint procurement for the purchase of over 130 gas-electric hybrid buses.

Safety/Security/Risk Management

Oversight of safety and security function and coordination of risk management function for department. Responsible for oversight of the implementation of the comprehensive Montebello System Safety Program. Oversight of coordination with City Risk Manager in the analysis of department safety trends and workers compensation and liability costs. Developed Risk Management Database tracking workers compensation claims and safety trends.

Project Management

Served as project manager for implementation of the Montebello Bus Lines 1999 Automated Fare Collection System (magnetic based) and the MBL UFS Fare Collection Project (smart card based). Responsible for all phases of planning and implementation of the Automated Fare Collection Project internally and coordination with outside agencies on Regional LA TAP project.

Project manager for the TransTrack Statistical and Performance Database System. This was a cross functional project that required continuous interface with all divisions within the department, incorporating administration, operations and maintenance processes that needed to be included in the database modules.

Regional/National Projects-Automated Fare Collection

Serve as Co-Chair of the LA TAP UFS Program (1999-2007), working with LA METRO project manager on all regional phases of implementation of the LA TAP regional program. Represented Montebello Bus Lines and eleven municipal operators in the LA TAP program ensuring that municipal operators interests were equally represented along side LA METRO. Liaison with CEO/GM and staff of municipal operators regarding all TAP program issues; Made regular presentations to CEO/GM, board, council, and other national, state and local groups on TAP issues. Served on source selection panel and participation in development of the Request for Proposals for the TAP Customer Service Center; participated in the development of business rules; Worked with LA METRO on development of regional funding plan including garnering CEO/GM support of funding plan.

Participate in Countywide committee on the development of the Transit EZ Pass, the first Los Angeles County regional pass program. Responsible for the development of the program components and revenue sharing methodology.

CITY OF LA MIRADA

Administrative Assistant March 1986 to February 1999

During 13 year tenure with the City of La Mirada, held position of Administrative Intern (1986-88), promoted to Administrative Aide (88-89), promoted to Administrative Assistant (89-99).

Program and Finance Administration

Functioning as Administrator of La Mirada Transit, a general public Dial-A-Ride with a fleet of 12 buses, carrying 100,000 passengers per year with an operating and capital budget of \$1.3 million per year. Responsible for administration, planning, operations management, and capital program for La Mirada Transit. Supervised staff of 18, directly responsible for staff selection, evaluation, discipline and development. Responsible for development of administration, planning and operations staff.

Designed and implemented various management information database systems for monitoring and reporting fiscal and performance measures for the Transit, Housing, Code Enforcement and Customer Service programs.

Public Information and Communications

Program Administrator for City's Communications and Public Information, responsible for the production of various City publications, marketing campaigns, public outreach and collateral material for La Mirada Transit, Housing Assistance Programs, and La Mirada Theatre for the Performing Arts. Webmaster in charge of development and maintenance of the City's website.

EDUCATION

California State University, Long Beach
Master of Public Administration, May 1990

California State University, Long Beach
Bachelor of Arts Degree, Political Science, Minor in Public Policy, May 1985

PUBLICATIONS

Participated on the committee responsible for the publication of the following APTA documents:

- Electronic Fare Media Procurement Guidelines (main author) (2007)
- Major Business Issues of Establishing and Operating a Regional Transportation Payment Systems and Clearing House. (available)
- Automated Fare Collection Systems: Planning and Implementation Guidelines (ballot, Summer 2006)

PROFESSIONAL AND CERTIFIED TRAINING

Contract Administration, *National Transit Institute*
An Effective Contract Modification Process, *National Transit Institute*
Financial Planning, *National Transit Institute*
Grant Management, *Federal Transit Administration*
Process Communication Model and Leadership Process: Motivating Achievement Training, *Spencer/Shenk/Capers*
Management Excellence Training, *Insight Strategies*

PROFESSIONAL ORGANIZATIONS

Member, Leadership APTA Class of 2002-2003
Member, APTA Fare System Program
Member, APTA Universal Transit Fare System Subcommittee on Fare Media; Financial Management and Operations (three separate sub-committees)
Co-Chair of the California Transit Association's Conference Committee (2000,) Current Member of Conference committee.
Member, MTA Bus Operators Subcommittee (89-99) (2004)
Member, MTA Technical Advisory Committee (93-99)

COMMUNITY ORGANIZATIONS/AFFILIATIONS

Chair – Jim Ditch Education Foundation Annual Golf Tournament
Board of Managers, Lakewood Weingart YMCA , 2006 to present
Member, Rotary International Group Study Exchange Team to India, 2000
President, Parent Teacher Organization, St. Cyprian Elementary School
Distinguished Alumni of the Year 2004, St. Joseph High School

References Furnished Upon Request